



SHEET 1 OF 5

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-140	SERIAL NO. Not Yet Assigned
	APPLICANT KIEFHABER et al.	
	FILING DATE March 31, 2004	GROUP ART

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
/K.N./	1.	4,567,323	01/28/86	Lottes et al.	179	18 B	
	2.	5,155,761	10/13/92	Hammond	379	67	
	3.	5,206,903	04/27/93	Kohler et al.	379	309	
	4.	5,291,550	03/01/94	Levy et al.	379	242	
	5.	5,299,260	03/29/94	Shaio	379	265	
	6.	5,309,513	05/03/94	Rose	379	265	
	7.	5,335,269	08/02/94	Steinlicht	379	266	
	8.	5,506,898	04/09/96	Costantini et al.	379	266	
	9.	5,537,470	07/16/96	Lee	379	266	
	10.	5,546,452	08/13/96	Andrews et al.	379	219	
	11.	5,592,378	01/07/97	Cameron et.	395	227	
	12.	5,594,726	01/14/97	Thompson et al.	370	485	
	13.	5,606,361	02/25/97	Davidsohn et al.	348	14	
	14.	5,627,884	05/06/97	Williams et al.	379	67	
	15.	5,684,872	11/04/97	Flockhart et al.	379	266	
	16.	5,724,092	03/03/98	Davidsohn et al.	348	14	
	17.	5,740,238	04/14/98	Flockhart et al.	379	221	
	18.	5,751,707	05/12/98	Voit et al.	370	384	
	19.	5,754,639	05/19/98	Flockhart et al.	379	221	
	20.	5,790,677	8/4/98	Fox et al.	380	24	
✓	21.	5,818,907	10/06/98	Maloney et al.	379	34	

EXAMINER /Khai Nguyen/	DATE CONSIDERED 07/12/2007
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/K.N./	22.	5,825,869	10/20/98	Brooks et al.	379	265	
	23.	5,828,747	10/27/98	Fisher et al.	379	309	
	24.	5,839,117	11/17/98	Cameron et al.	705	27	
	25.	5,875,437	2/23/99	Atkins	705	40	
	26.	5,880,720	3/9/99	Iwafune et al.	345	327	
	27.	5,884,032	03/16/99	Bateman et al.	395	200.34	
	28.	5,897,622	4/27/99	Blinn et al.	705	26	
	29.	5,903,641	05/11/99	Tonlsson	379	266	
	30.	5,903,877	05/11/99	Berkowitz et al.	705	26	
	31.	5,905,793	05/18/99	Flockhart et al.	379	266	
	32.	5,943,416	08/24/99	Gisby	379	265	
	33.	5,982,873	11/09/99	Flockhart et al.	379	266	
	34.	6,000,832	12/14/99	Franklin et al.	364	479.02	
	35.	6,044,205	3/28/00	Reed et al.	395	200.31	
	36.	6,049,547	04/11/00	Fisher et al.	370	412	
	37.	6,064,730	05/16/00	Ginsberg	379	265	
	38.	6,064,731	05/16/00	Flockhart et al.	379	265	
	39.	6,084,954	07/04/2000	Harless et al.	379	140	
	40.	6,088,441	07/11/00	Flockhart et al.	379	265	
	41.	6,151,571	11/21/00	Pertrushin	704	209	
	42.	6,163,607	12/19/00	Bogart et al.	379	266	
	43.	6,173,053 B1	01/09/01	Bogart et al.	379	266	
	44.	6,192,122 B1	02/20/01	Flockhart et al.	379	266	
	45.	6,259,969 B1	07/10/2001	Tackett et al.	700	264	
V	46.	6,275,806 B1	08/14/01	Pertrushin	704	272	

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/K.N./	47.	6,275,991 B1	08/14/2001	Erln	725	141	
	48.	6,278,777 B1	08/21/2001	Morley et al.	379	265	
	49.	6,292,550 B1	09/18/2001	Buritt	379	201	
	50.	6,295,353 B1	09/25/01	Flockhart et al.	379	265	
	51.	6,353,810 B1	03/05/02	Petrushin	704	236	
	52.	6,366,668 B1	04/02/02	Borst et al.	379	266.04	
	53.	6,389,028 B1	05/14/02	Bondarenko et al.	370	401	
	54.	6,389,132 B1	05/14/02	Price et al.	379	265	
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	56.	6,427,137 B1	07/30/02	Petrushin	704	273	
	57.	6,430,282 B1	08/06/02	Bannister et al.	379	211.02	
	58.	6,449,356 B1	09/10/02	Dezono	379	265.01	
	59.	6,453,038 B1	09/17/02	McFarlane et al.	379	265.05	
	60.	6,463,346 B1	10/08/02	Flockhart et al.	700	102	
	61.	6,463,415 B1	10/08/02	St. John	704	273	
	62.	6,480,826 B1	11/12/02	Petrushin	704	270	
	63.	6,535,600 B1	03/18/03	Fisher et al.	379	265.12	
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	65.	2001/0056349 A1	12/27/01	St. John	704	270	08/31/99
	66.	2002/0010587 A1	01/24/02	Petrushin	704	275	08/31/99
	67.	2002/0118816 A1	08/29/02	Flockhart et al.	379	265.12	01/09/01
	68.	2002/0181692 A1	12/05/02	Flockhart et al.	379	265.02	06/05/01
	69.	2002/0194002 A1	12/19/02	Petrushin	704	270	07/12/02
	70.	2002/0002460 A1	01/03/02	Petrushin	704	270	08/31/99
V	71.	2002/0002464 A1	01/03/02	Petrushin	704	275	08/31/99

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/K.N./	72.	10/815,584		Kiefhaber			03/31/04
/K.N./	73.	10/815,556		Kiefhaber			03/31/04

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
/K.N./	74.	EP 0 866 407 A1	09/23/1998	EPO	G06F	17/30	X	
	75.	EP 0 829 996 A2	03/18/1998	EPO	H04M	3/50	X	
	76.	WO 97/28635	08/07/1997	PCT	H04M	11/00	X	

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/K.N./	77.	Doo-Hyun Kim et al. "Collaborative Multimedia Middleware Architecture and Advanced Internet Call Center"; Proceedings International Conference on Information Networking (Jan. 31, 2001), pp. 246-50.
	78.	Presentation by Victor Zue, <i>The MIT Oxygen Project</i> , MIT Laboratory for Computer Science (April 25-26, 2000).
	79.	MIT Project Oxygen, <i>Pervasive, Human-Centered Computing</i> (MIT Laboratory for Computer Science) (June 2000).
	80.	E. Noth et al., "Research Issues for the Next Generation Spoken"; University of Erlangen-Nuremberg, Bavarian Research Centre for Knowledge-Based Systems, at http://www5.informatik.uni-erlangen.de/literature/psdir/1999/Noeth99:RIF.ps.gz .
	81.	L.F. Lamel and J.L. Gauvain, Language Identification Using Phone-Based Acoustic Likelihoods, ICASSP-94, 4 pages.
	82.	John H.L. Hansen and Levent M. Arslan, Foreign Accent Classification Using Source Generator Based Prosodic Features, IEEE Proc. ICASSP, Vol. 1, pp. 836-839, Detroit USA (May 1995).
	83.	Levent M. Arslan and John H.L. Hansen, Language Accent Classification in American English, Robust Speech Processing Laboratory, Duke University Department of Electrical Engineering, Durham, NC, Technical Report RSPL-96-7, revised 1/29/96.
	84.	Levent M. Arslan, Foreign Accent Classification in American English, Department of Electrical Computer Engineering, Duke University, Thesis, pages 1-200 (1996).

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/K.N./	85.	No Author, "When Talk Isn't Cheap" Sm@rt Reseller, v. 3, n. 13 (Apr. 3, 2000), p. 50.
/K.N./	86.	No Author, "eGain's Commerce 2000 Platform Sets New Standard for eCommerce Customer Communications" Business Wire (Nov. 15, 1999).

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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
/K.N./	1.	EP-0 740 450 A2	10/30/1996	EPO	H04M	3/50	X	
/K.N./	2.	EP 0 855 826 A2	7/29/1998	EPO	H04M	3/50	X	

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

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Substitute for form 1449A-PTO				Complete If Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/815,534
				Filing Date	March 31, 2004
				First Named Inventor	Sarah KIEFHABER et al.
				Art Unit	2614
				Examiner Name	Ahmad MATAR
Sheet	1	of	1	Attorney Docket Number	4366-140

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number Number-kind Code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee of Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/K.N./		5,444,774	08-22-1995	FRIEDES	
		5,555,299	09-10-1998	MALONEY ET AL.	
		5,914,951	06-22-1999	BENTLEY ET AL.	
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		2002-0038422	03-28-2002	SUWAMOTO ET AL.	
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		7,100,200	08-29-2008	POPE ET AL.	
		2003-0144959	07-31-2003	MAKITA	
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		2004-0162998	08-19-2004	TUOMI ET AL.	
		2005-0027612	02-03-2005	WALKER ET AL.	

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Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ ; Number ⁴ ; Kind Code ⁵ (if known)	MM-DD-YYYY			

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
Examiner Initials*	Cite No. ¹	
		DEFINITY Communications System Generic 3 Call Vectoring-Expert Agent Selection (EAS) Guide, AT&T publication no. 555-230-520 (Issue 3, Nov. 1993).

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

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Complete if Known

Application Number	10/815,534
Filing Date	March 31, 2004
First Named Inventor	KIEFHABER et al.
Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

Sheet **1** of **9****U. S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
/K.N./		US- 4,163,124	07/31/1979	Jolissaint	
		US- 4,737,983	04/12/1993	Frauenthal et al.	
		US- 4,797,911	01/10/1989	Szlam et al.	
		US- 4,894,857	01/16/1990	Szlam et al.	
		US- 5,001,710	03/19/1991	Gawrys et al.	
		US- 5,097,528	03/17/1992	Gursahaney et al.	
		US- 5,101,425	03/31/1992	Darland	
		US- 5,164,983	11/17/1992	Brown et al.	
		US- 5,210,789	05/11/1993	Jeffus et al.	
		US- 5,274,700	12/28/1993	Gechter et al.	
		US- 5,278,898	01/11/1994	Cambray et al.	
		US- 5,335,268	08/02/1994	Kelly Jr. et al.	
		US- 5,390,243	02/14/1995	Casselman et al.	
		US- 5,436,965	07/25/1995	Grossman et al.	
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		US- 5,479,497	12/26/1995	Kovarik	
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		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				
/K.N./		EP 0 501 189 A2	09/02/1992	IBM Corporation		
		EP 0 863 651 A2	09/09/1998	Lucent Technologies Inc.		
		EP 1091307 A2	04/11/2001	Lucent Technologies Inc.		
		EP 1150236	10/31/2001	Avaya Technology Corp.		
		EP 899673 A2	03/03/1999	AT&T Corporation		
		EP 998108 A1	05/03/2000	Lucent Technologies Inc.		

Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

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Sheet 2 of 9**Complete if Known**

Application Number	10/815,534
Filing Date	March 31, 2004
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Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

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		US- 5,530,744	06/25/1996	Charalambous et al.	
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		GB 2 273 418	06/15/1994	Rockwell Internatl. Corp.		
		WO 98/56207	12/10/1998	Ericsson Telefon AB L M		
		WO 96/07141	03/07/1996	Motorola, Inc.		
		CA 2,174,762	06/30/1995	Motorola, Inc.		

Examiner
Signature

/Khai Nguyen/

Date
Considered

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Sheet 3

of 9

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Application Number	10/815,534
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Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
/K.N./		CA 2,143,198	01/19/1995	Telefonaktiebolaget LM		

Examiner
Signature

/Khai Nguyen/

Date
Considered

07/12/2007

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet	4	of	9
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Complete if Known

Application Number	10/815,534
Filing Date	March 31, 2004
First Named Inventor	KIEFHABER et al.
Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

U. S. PATENT DOCUMENTS

U. S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ^{2 (if known)}			
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Examiner Signature	/Khai Nguyen/	Date Considered	07/12/2007
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Sheet 5

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Application Number	10/815,534
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Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

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		Number-Kind Code ² (if known)			
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		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known	
		Application Number	10/815,534
		Filing Date	March 31, 2004
		First Named Inventor	KIEFHABER et al.
		Art Unit	2614
		Examiner Name.	Ahmad MATAR
Sheet 7	of 9	Attorney Docket Number	4366-140

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
/K.N./		Microsoft Office Animated Help Tool	
		"Product Features," Guide to Call Center Automation, Brock Control Systems, Inc., Activity Managers Series™, Section 5 - Company B120, p. 59, 1992	
		"Product Features," Guide to Call Center Automation, CRC Information Systems, Inc., Tel-ATHENA, Section 5 - Company C520, p. 95, 1992	
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		Avaya, Inc. Business Advocate Product Summary, at http://www.avaya.com , downloaded on 2/15/03, Avaya, Inc. 2003, 3 pages	
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Application Number	10/815,534
Filing Date	March 31, 2004
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Art Unit	2614
Examiner Name	Ahmad MATAR
Attorney Docket Number	4366-140

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of 9

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		"Internet Protocol Addressing," available at http://samspade.org/d/ipdns.html , downloaded March 31, 2003, 9 pages	
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Attorney Docket Number	4366-140

Sheet 9 of 9

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/K.N./		Avaya, Inc., "Better Implementation of IP in Large Networks," Avaya, Inc. 2002, 14 pages	
/K.N./		Stevenson et al.; "Name Resolution in Network and Systems Management Environments"; http://netman.cit.buffalo.edu/Doc/DStevenson/NR-NMSE.html ; 16 pages	

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